



300 Country Club Road, Wylie, Texas 75098
www.wylietexas.gov

City of Wylie
Public Information Office
PRESS RELEASE

For Immediate Release

Media Contact: Craig Kelly, Public Information Officer
Ph: 972.516.6016
craig.kelly@wylietexas.gov

Wylie Code Enforcement Goes Mobile

Tablets Enable Officers to Work Cases from Conception to Completion in the Field

Wylie, TX, January 22, 2013 – City of Wylie’s Code Enforcement Department has launched a new mobile initiative called GoEnforce, enabling code enforcement officers to manage cases from conception to completion in the field using tablets. GoEnforce builds off of the GoRequest Customer Relationship Management system launched by the City on July 2012.

“GoEnforce revolutionizes and transforms the way we conduct business,” said Dwight Lancaster, City of Wylie Building Official. “We will be more efficient and productive using the web-based, mobile technology that centralizes and streamlines the processing of all code enforcement cases, keeping officers in the field doing what they do best.”

Using Samsung Galaxy Tab 2’s, Wylie’s code enforcement officers can create new cases, add photos, make notes, respond to citizen requests, generate letters and notices (printed in the office), track existing cases, look up parcel data, and collaborate on the resolution of cases from anywhere in town. Citizen issues and concerns submitted through the Help Center online or GoRequest mobile app, can be quickly turned into code enforcement cases through a one step process. Office personnel may also access the web-based program to enter and assign new requests, monitor the status of existing requests, and assist the officers in the field. All cases are automatically documented and archived.

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Incorporated in 1887, the City of Wylie is located just 24 miles from downtown Dallas in Collin, Dallas and Rockwall Counties. Possessing an outstanding school district, a low crime rate, an ISO #1 rating and an expanding business climate, Wylie (population 43,000) is one of the fastest growing communities in the State of Texas with a 184% increase since 2000.



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Prior to GoEnforce, code enforcement officers would arrive at work in the morning and print out their case load of new and existing issues to process that day. Upon returning to the office in the afternoon, the officer would enter into the computer their hand written notes and photos from throughout the day, and work cases by generating letters and notices.

Citizens can enter a code enforcement service requests online using the Help Center link located at the top left hand corner of the homepage of www.WylieTexas.gov. A mobile application called GoRequest is also available to residents who want to submit requests from an Android, iPhone or iPad. Simply open the application, select an issue, take a picture, and tap submit – the phone records the GPS coordinates for an exact location and sends the request directly to the appropriate employee. The mobile app can be downloaded for free by searching for “GORrequest” in the Apple Store or Android Market.

For more information on Code Enforcement’s GoEnforce mobile initiative, go to www.govoutreach.com, or contact Craig Kelly, Public Information Officer, 972-516-6016, or craig.kelly@wylietexas.gov.

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